



Zhu AF
PATENT

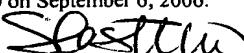
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:) Group Art Unit: 2643
COWARD et al.)
Application No.: 10/808,761) Examiner: Huynh, Nam Trung
Filed: March 24, 2004) Atty. Docket No.: SUNMP324
For: SYSTEM AND METHOD FOR ADVANCED) Date: September 6, 2006
SERVICE INTERACTION)

Duplicate for processing

Mail Stop AF
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

CERTIFICATE OF MAILING
I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on September 6, 2006.

Signed: 

Sylvia Castillo

Sir:

Transmitted herewith is an Amendment in the above-identified application.

The fee has been calculated as shown below.

	Claims Remaining After <u>Amendment</u>	Highest Previously <u>Paid For</u>	Present <u>Extra</u>	SMALL ENTITY <u>RATE FEE</u>	OR	LARGE ENTITY <u>RATE FEE</u>
TOTAL CLAIMS	<u>21</u> -	<u>21</u>	<u>0</u>	X25 = \$	OR	X50 = \$
INDEP CLAIMS	<u>03</u> -	<u>03</u>	<u>0</u>	X100 = \$	OR	X200 = \$
[] Multiple Dependent Claim Present and Fee Not Previously Paid				\$180		\$360
			TOTAL	\$ _____		\$ _____

Applicant(s) hereby petition for a _____ month extension of time to respond to the outstanding Office Action.

Applicant(s) believe that no (additional) Extension of Time is required; however, if it is determined that such an extension is required, Applicant(s) hereby petition that such an extension be granted and authorize the Commissioner to charge the required fees for an Extension of Time under 37 CFR 1.136 to Deposit Account No. 50-0805.

Enclosed is our Check No. ***** in the amount of \$00 to cover the additional claim fee and/or extension of time fees.

If the required fees are missing or any additional fees are required to facilitate filing the enclosed response, please charge such fees or credit any overpayment to Deposit Account No. 50-0805 (Order No. SUNMP324). A copy of this sheet is enclosed.

Respectfully submitted,
MARTINE PENILLA & GENCARELLA, LLP


Gina A. Bibby
Registration No. 57,407

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Sunnyvale, CA 94085
Telephone: (408) 774-6920
Customer Number 32291



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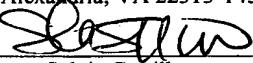
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:)
Coward, R. Daniel et al.) Group Art Unit: 2643
Application No.: 10/808,761) Examiner: Huynh, Nam Trung
Filed: March 24, 2004) Atty. Docket No: SUNMP324
For: SYSTEM AND METHOD FOR) Date: September 6, 2006
ADVANCED SERVICE INTERACTION)

)

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on September 6, 2006.

Signed: 
Sylvia Castillo

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Dear Sir:

Applicants submit this paper in response to the Final Office Action mailed July 6, 2006. This paper is timely filed within the two-month period for response which extends to September 6, 2006. Applicants request reconsideration of the subject application in light of the following:

Amendments to the Claims are reflected in the Listing of Claims, which begins on page 2 of this paper.

Applicants' Remarks/Arguments, which begin on page 9 of this paper.